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| Name of meeting: | Business Liaison Group (north) |
| Location of meeting: | Grafton bridge project site office |
| Meeting facilitator: | Fulton Hogan |
| Date: | Wednesday, 28 February 2018 Time: 6pm to 8pm |
| Attendees: | Representatives of businesses on Clarence, Pound and Villiers streets, the Grafton Chamber of Commerce, emergency services, Grafton Radio Taxi Co-op, RMS and Fulton Hogan |
| Subject: | New Grafton bridge project |

MEETING MINUTES

The Business Liaison Group (north) reviewed the draft charter and were provided with an overview of the project and planned upcoming construction. The project team answered questions in a group environment and individually. The following table comprises the group's questions and the project team's answers.

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| | The BLG (north) accepted the draft charter |
| Q. | How long will it take to complete the upgrade on the business side? |
| A. | We estimate about four months, weather permitting. |
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| Q. | How will we receive deliveries? |
| A. | Unless otherwise agreed, access to driveways will be maintained at all times and there will be on-street parking adjacent to the TAFE. We will work with businesses to determine when individual driveways can be constructed, for example on weekends or at night. |
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| Q. | We don't have a lot of faith in the timing. There have been little things – the timing of the removal of the tree stumps and time taken to tidying up weeds. Businesses will be economically impacted. This has got to be done as quickly as possible. |
| A. | The project team also wants to complete the work as quickly as possible. |
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| Q. | I'd like to know how you are going to get a big tanker into a driveway. They will not get around the Clarence Street give way sign. |

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| A. | Unless otherwise agreed we will maintain driveway accesses at all times. We will always try to find the 'line of best fit' for everyone. There will be design geometric checks for larger trucks to ensure they can safely access and exit the driveway. The staging plans are an indication only. |
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| Q. | Are you going to work Saturdays and Sundays? |
| A. | Our approved working hours are Monday to Friday 7am to 6pm and Saturdays 8am to 1pm. There will be times when work outside of these hours will be required to minimise traffic impacts, to ensure the structural integrity of work (for example, concrete work) and for the safety of workers and road users when activities are required close to traffic. We will also be looking for opportunities to work out of hours to reduce the impacts on businesses. There is a process we need to go through to work outside of the approved hours. This includes carrying out noise assessments, notifying nearby residents and businesses and implementing noise mitigation measures. |
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| Q. | When some work was done on Villiers Street some time ago, it took longer than expected and there were access issues for our businesses. We had to have special sales to survive. |
| A. | Again, the project team also wants to complete the work as quickly as possible. |
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| Q. | This is going to go on all year. How is this going to work for our businesses? |
| A. | We will maintain access for businesses. In consulting the businesses, maintaining on-street parking was a request. |
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| Q. | Why did you decide to work on the business side of Pound Street first instead of adjacent to the TAFE? |
| A. | There are a lot of services on the TAFE side of Pound Street with the potential for greater risk to the work. Working adjacent to the businesses first will mean that a new footpath and parking will be provided for the businesses sooner rather than later. |
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| Q. | When are you planning on starting work? |
| A. | We were hoping to start the work in mid-March. |
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| Q. | We have a lot of elderly clients and the concern is that parking is some distance away. Will there be a pedestrian crossing? The area near the car park is such a mess. A lot of people who park in the existing car park will have to cross the driveway of Al's Mechanical and 4WD. |
| A. | There will be clear access for pedestrians as well as signage. We can investigate whether we can install a pedestrian crossing. We will also clean up / tidy the area around the car park. |
| Q. | My business is in the middle. Do you expect a customer to cross a busy road and carry a heavy filled gas bottle all the way to their vehicle because there will be no parking outside my business. You are going to force a lot of cars into parking in Villiers Street which is going to cause more congestion and take up car parks. |
| A. | We are happy to liaise with you individually about access for your customers. We will try to maximise the amount of car parking during each stage of construction. |
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| Q. | I am going to have to put employees off because of this. |
| A. | We are happy to talk to you individually about how we can reduce impacts on businesses. |
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| Q. | Is there access for motorized scooters in the finished project? |
| A. | Yes there are footpaths and a designated crossing. |
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| Q. | We previously offered to sell our businesses to RMS for a fair price to provide car parks. Vacant buildings will not be able to be leased or will be leased for a poor price because of a lack of access for the rest of the year. There has to be a new car park. |
| A. | Unfortunately RMS cannot acquire businesses unless the land is needed for the new road, which it is not. |
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| Q. | Can you work 24/7 to reduce the construction time? |
| A. | There is a process to go through to work outside of our approved construction hours but we can look at that. |
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| Q. | What happens if we get a lot of rain? This will push out the construction time even further. |

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| A. | While the project team wants to complete the work as quickly as possible, wet weather will delay the construction. |
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| Q. | Could you start at one end of the block and just move along? |
| A. | We need certain minimum runs to construct the pavement. |
| Q. | I've never sat down with anyone to talk about all this – this is two months too late. |
| A. | That's the purpose of the meeting – to show you what the proposed staging plans are. |
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| Q. | This is given to us two weeks before it's going to happen – this should have been out there 12 months ago. |
| A. | There have been a number of iterations of the proposed staging but we will work with you regarding your individual business needs. |
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| Q. | Are all the businesses acoustically treated? How are customers going to hear? Are they being compensated? |
| A. | The businesses have not been acoustically treated as they are commercial premises and do not require treatment in accordance with the noise policy. |
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| Q. | Can I have a meeting with you tomorrow to talk about impacts to my business? |
| A. | Yes we can meet with you tomorrow. |
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| Q. | Is there any way you can split construction into thirds so that you have two thirds open at a time? |
| A. | Breaking it down into thirds would result in safety issues for turning circles and would restrict access to sections of the road and car parking. We will do further work to refine and optimize the construction staging. |
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| Q. | Have all the services been relocated? |
| A. | About 70 per cent have been completed to date. |

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| Q. | How can it take so long to build 400 metres of road? |
| A. | Because we need to build it in sections to maintain access to businesses and the North Coast TAFE at all times and to also provide on-street parking. |
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| Q. | What are the issues with working Saturday afternoons and Sundays? |
| A. | We will look into working extended hours where possible. |
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| Q. | Has Council been approached to remove restricted parking along Pound Street between Villiers and Prince streets? We are having more cars parking in Shoppingworld because of the work. What about weather delays? |
| A. | We can discuss parking with Council. We try to maximize the amount of work we do when it is dry. |
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| Q. | We want council to make it one-hour parking in Villiers Street because everyone is parking in our street. |
| A. | We can discuss this with Council. We meet with them on a monthly basis and will provide feedback at our next meeting. |
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| Q. | What services will be impacted? Is there a set notification period? |
| A. | Impacted services are water, sewer, communications and power. Fulton Hogan will work with the service providers to ensure residents and businesses are notified |
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| Q. | Is there any way you can let us know about upcoming power outages? |
| A. | We will advise businesses when this is occurring. |
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| Q. | When a power outage occurs, we have to pay for refueling and connection costs every time. |
| A. | We will look into it this further and get back to you in relation to the costs. <i>Post meeting: The project team has looked into this and businesses will not be responsible for the costs.</i> |

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| Q. | Is the water main at the corner of Villiers and Pound streets going to be affected as it supplies Grafton Shoppingworld? |
| A. | No, there are two supply feeds and Grafton Shoppingworld has access to the other feed if one is impacted. |
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| Q. | Why won't the bridge be opened to four lanes when it's finished? The roundabout at Villiers Street is a nightmare now, particularly when for example the highway is closed due to an accident. |
| A. | The existing bridge will still have capacity. When the Pacific Highway is switched onto the Woolgoolga to Ballina upgrade, traffic volumes in this vicinity will reduce. |
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| Q. | Is it true the original bridge will be closed? |
| A. | No. |
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| Q. | There needs to be a light at the existing car park and can you follow up again on Fulton Hogan workers not parking there? |
| A. | We will place a solar light at the car park and a public car park sign. We regularly brief our workers about not parking there. |
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| Q. | It looks like it is a construction area. |
| A. | We will tidy the area up and install the light and a sign. |
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| Q. | Are there any other options for providing car parking? |
| A. | We are happy to look at options. |
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| Q. | TAFE is happy to look at what it can do to free-up on-street parking for the businesses. |
| A. | Thank you. |

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| Q. | The existing car park often has empty spaces. |
| A. | We will put up a sign to ensure that motorists realise it's a public car park. |
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| Q. | Could there be a way to use the easement alongside the railway line for car parking? |
| A. | It's a railway easement – that could be difficult. |
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| Q. | Could the section of Pound Street just be closed so that the construction could be completed in a shorter period of time? |
| A. | That was an option but was discarded due to the need to maintain access for businesses and on-street parking. |
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| Q. | Not once did we in Villiers Street get invited to come along to RMS meetings about the bridge project. |
| A. | We cannot comment on that. |
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| Q. | Can you do evening work? |
| A. | There is a process for working outside of the approved hours and if we worked from 6pm to 7am, there could be impacts on nearby residents. We would have to assess that. |
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| Q. | For 12 months, we are not going to have any customers. |
| A. | If there are other ideas for completing the work, we are open to suggestions. We are happy to work with individual businesses to reduce impacts. |
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| Q. | Is there an opportunity to work from 4pm to midnight so people get some sleep? |
| A. | Again, we would have to assess that. |
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| Q. | People are not going to be happy along Villiers Street when you start carting fill along the street. |
| A. | We will look at how we import the fill. |
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| Q. | Why can't you complete Clarence Street first to increase parking? |
| A. | We will look into that. |
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| Q. | There were weeds and fig tree stumps left for ages and a mess outside businesses. |
| A. | We will take that feedback on board do better next time. |
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| Q. | Parking needs to be door-to-door. |
| A. | We will maintain what on-street parking we can during construction and look at other options for providing parking. |
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| Q. | Is there support for the Chamber of Commerce to write to Council to provide rate relief for businesses for the duration of construction. |
| A. | Yes, that would help. |
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| Q. | We should have another meeting before any work starts. Our businesses are valued less now. |
| A. | We will meet with you individually prior to any work commencing and meet again as a BLG within 2 weeks. |
| | Meeting concluded at 9.30pm. |